

# PACKING STANDARDS



**NORDSTROM**

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Merchandise **must** be packed according to these guidelines. Any variances will cause delays and may result in expense off set fees. Details are available on [www.nordstromsupplier.com](http://www.nordstromsupplier.com) in the [Nordstrom Expense Offset Policies](#) found on the left sidebar. After reviewing any questions about these guidelines can be directed to Floor Ready Email at [FRM@nordstrom.com](mailto:FRM@nordstrom.com).

## Packing Materials

Nordstrom is an environmentally responsible company and encourages the use of environmentally sensitive packaging materials (recycled and recyclable). Avoid excess packing and use material that maximizes protection while minimizing an environmental impact.

**Acceptable:** Anti-mold chips, clay desiccant packs or sheets (must be secured to inside of shoe box or carton), cardboard partition/dividers, cardboard fittings, corrugated cardboard, and Kraft paper. The use of molded polystyrene, bubble wrap, micro-foam, Instapak foam packaging, and inflated polyethylene air packets is tolerated, but discouraged.

**Unacceptable:** Silica packs, expanded polystyrene loose fill 'peanuts', straw, fiberglass, real popcorn, hard plastic, newspaper, bamboo, plastic shoe forms, plastic shoe sticks, foam dividers and liners in clothing and shoes.

## Packing Merchandise

- Pack each Purchase Order separately
- Do not mix Purchase Orders within the same carton
- Do not mix multiple DCs/FCs in a single carton
- Specific merchandise areas require hanger insertion; see the [Hanging Standards](#) for more information

## Store Pack Orders

These orders must be packed by store and shipped to designated DC/FC location. If there is an override DC, it will be listed in the N1 following the SDQ segment. If the SDQ segment is not followed by an N1\*ST segment, ship according to the Store/DC table provided in the [Routing Guide](#). The 'mark for' segment is the store number. Do not individually polybag Store Pack orders; if polybags are necessary use one for the entire carton.

- Pack product by store
- Do not mix product for multiple stores within the same carton
- Consolidate same styles when possible
- Store pack shipment 'mark for' location is the Store

ASN requirement for store-pack shipments is that there is one ASN for each ship-to location (DC) that the shipment is being sent to. Standard ASN requirements still apply: there must be one ASN per shipment, per ship-to location (DC), per day with a unique sub-bill of lading number in the REF\*BM segment of the ASN data (or an expense offset fee may be assessed). In the case of store-packed shipments the 'mark-for' segment is the Store.

## Bulk-Pack Orders

Bulk shipments must be shipped to the specified DC in the PO, for the US Market this could differ from the Store/DC table found in the [Routing Guide](#); Bulk packed orders shipments need to be packed in single SKU cases; style, color and size. Men's soft goods apart from suiting must be individually polybagged.

- Pack product by SKU
- Do not mix product for more than one DC in a carton
- Consolidate by style, color, and size (for small SKU runs, pack multiple SKUs, separating them within the carton with corrugation, tissue or Kraft paper and mark the carton as 'Mixed SKU')
- Bulk shipment 'mark for' location is the DC (N1\*ST segment)

ASN requirement for bulk shipments is one ASN for each ship-to location (DC), per shipment, per day with a unique sub-bill of lading number in the REF\*BM segment of the ASN data (or an expense offset fee can be assessed). In the case of bulk shipments, the 'mark-for' segment is the DC.

## Bulk Packed Merchandise (PO received via EDI 850)

If REF\*QC\*BULK segment is present at the header level of the PO/POC, the items should be packed in bulk and shipped to the designated DC. The individual store quantities in the SDQ can be ignored. Use the SDQ to determine the DC location only. In some instances, the item may be listed twice – once for the stores that default to the designated DC and once for those which do not. This occurrence will have an N1\*ST override within the PO1/POC loop.

**Note:** The REF\*QC\*BULK determines how the PO should be packed only. It is not intended to be used for Bulk/Reserve orders.

## Bulk POs with Pre-Allocation Stores

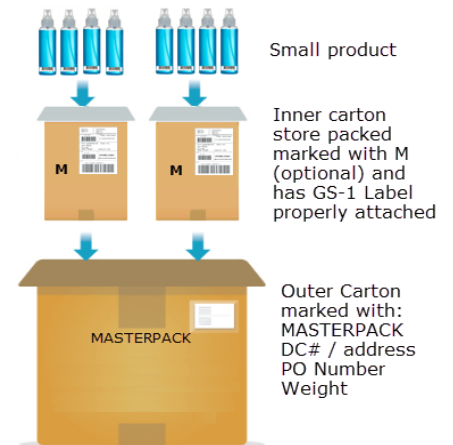
Pre-Allocation Stores will appear with the same value, the DC#, in the 'Mark for' and in the 'Ship to' location. These are **not** valid stores; they are a unit placeholder prior to store allocation. If a DC appears as a store and ship to location, **do not ship** until the PO has been store allocated; if the start ship window of the PO is within 2 weeks and has not been store allocated, suppliers must contact the buyer and request store allocation.

## Master Packing

Nordstrom maintains two Masterpack ASN requirements depending on the mode of transportation used. Review the ASN requirements section of Nordstrom Business Basics for more information.

- **Nordstrom & Rack Stores:** Cases for multiple stores can be combined, for one PO, into a Masterpack
- **N.com & Nordstromrack.com:** Cases for multiple single SKU cases can be combined, for one PO, into a Masterpack
- Masterpack cartons must be identified by writing or labeling 'MASTERPACK' (in English)
- Label MASTERPACK outer carton with receiving DC/FC # and Address, PO # & weight
- Identify inner cartons of the Masterpack by writing the letter 'M' beside each GS1-128 carton label
- Inner cartons for **Nordstrom & Rack Stores** must be store packed and marked by store number; Inner cartons for **N.com & Nordstromrack.com** need to be single SKU cases, marked on the carton

- Inner cartons must have a GS1-128 shipping label properly affixed
- Inner cartons must be made of shippable cardboard. Plastic bags or plain shipping envelopes are unacceptable
- Masterpack (outer) cartons must comply with the maximum carton weight/dimension requirements



## Packing Slip Requirements

Packing slips are only required for all **non-EDI** shipments and for all orders (EDI or not) in dept 881 and 945

- Create one packing slip per PO/store combination
- All pack slips must be attached and removable from the outside of one carton per store and clearly marked 'Packing Slip Enclosed'
- Masterpack for **Nordstrom & Rack Stores:** packing slips (1 per PO, per store) put on the outside of the inner cartons by store.
- **N.com & Nordstromrack.com;** 1 packing slip attached to one of the inner cartons
- Shipper's name & address
- Ship-to Distribution Center name and address
- Purchase order #
- Department number
- Store number
- Description of goods
- Total number of cartons by store
- Total of style/color/size by carton
- Total units by store (Nordstromrack.com total units by PO/Transfer)
- Diamond jewelry in Dept.'s 881 & 945 include each di.ct.wt

## Polybags

Polybags are not required for store orders. If using polybags for store packed orders, use 1 polybag for the entire carton contents.

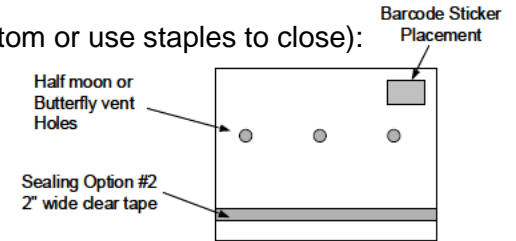
Polybags need to be used for Nordstromrack.com, Nordstrom.com, Men's Bulk (soft goods), Pack & Hold (PM PO Type) Reserve Stock (RS PO Type) POs. For these orders, each item (can be multi piece/set) must be individually polybagged as a sellable unit and be fully sealed with the exception:

- Items packaged as an individual selling unit, in conveyable packaging (non-decorative), with no product exposure and has UPC on packaging
- Fragile items that are fully bubble wrapped as a sellable unit, with no product exposure and has a UPC barcode on the outside of the wrap

## Sealing

Polybags must be appropriately sized and sealed securely. Use the following sealing methods (do not tie the bottom or use staples to close):

- Taping: entire length of opening with one piece of 2" wide tape
- Self-Sealing bags may be used if the entire opening is sealed
- Heat Sealing



## Sticker Placement and Vent Holes

Suggested sticker placement: Polybag UPC stickers (see [Ticket Standards](#) Section 3), for best results, should be applied to the upper right-hand corner of each polybag as illustrated above, if all possible. Polybags sealed using the heat-sealing method must have three half-moon or butterfly-vent holes (they must be approximately 1/4" in diameter, evenly spaced and not interfere with the polybag warning below).

## Polybag Mandatory Safety Warning

All polybags with openings of 5" or greater must be marked with this safety warning, printed in black and in a font size that is at least 20-points. The warning label is required to be in English, French and Spanish (warning stickers can be ordered from FineLine):

**WARNING: TO AVOID DANGER OF SUFFOCATION, KEEP THIS BAG AWAY FROM BABIES AND CHILDREN. DO NOT USE IN CRIBS, BEDS, CARRIAGES OR PLAYPENS. THIS BAG IS NOT A TOY**

**AVERTISSEMENT: POUR EVITER TOUT DANGER DE SUFFOCATION, GARDEZ CE SAC HORS DE LA PORTÉE DES BÉBÉS ET DES ENFANTS. NE PAS UTILISER DANS UN LIT D'ENFANT, LITS, LANDAUS OU PARCS POUR BÉBÉS. CE SAC N'EST PAS UN JOUET**

**PRECAUCION: PARA EVITAR EL PELIGRO DE ASFIXIA, MANTENGA ESTA BOLSA LEJOS DE BEBÉS Y NIÑOS. NO LA USE EN CUNAS, CAMAS, CARREOLAS O CORRALES DE JUEGO. ESTA BOLSA NO ES UN JUGUETE**

## Polybags for Hanging Merchandise

ALL hanging merchandise must be shipped flat in cartons per the [Hanging Standards](#) on [www.nordstromsupplier.com](http://www.nordstromsupplier.com).

## Composition & Size

Hanging polybags must be made of clear, BHT-free polyethylene (poly) and have a minimum thickness of 0.75 mil. The hanging polybag must extend a minimum of 2" and a maximum of 3" in length below the garment; place UPC barcode label on the upper right-hand corner of the hanging polybag.

## Polybags for Folded & Flat Merchandise

The maximum allowable polybag size is 14" x 20". Exceeding this maximum size will fail the Nordstrom.com quality audit. Polybags should not extend more than 2" of around the product.

**Note:** Flat folded merchandise must hold to folded form within sealed polybag. Use of polybags that are too large will cause item fold to come undone.

### Composition

Polybags for folded merchandise must be made of clear, BHT-free polyethylene (poly) and have a minimum thickness of 1.25 mil.

## Product Type Specification

### Accessories and Jewelry

Jewelry cards help to reduce damage during shipment. The following items should be placed on a jewelry card:

- Earrings
- Hair Accessories (except headbands)
- Rings
- Cuff Links
- Necklaces including Multi Strand (wrap in tissue)
- Broaches/Pins
- Tie Clips

Dept. 881 must include a pack slip (EDI or not) and for diamond jewelry include di.ct.wt for each item.

### Apparel

Use a single piece of cardboard on the top and bottom of each carton for protection when opening. Garments that are specified in the [Hanging Standards](#) that are to be shipped on hangers must be shipped flat (men's suits can use hanger packs)

### Bottled or Jarred Foods/Liquids/Diffusers/Lotions

**ALL** caps and lids (including twist caps) on bottled or jarred liquids or lotions must be secured with a tamper evident seal or if unsealed be taped down. For Diffusers **ALL** caps, lids, corks, twists must be heat sealed at the neck and lid. **ALL** food and drink items must be secured with tamper evident indicators either under the lid or on the outside of the lid. Units should be packaged so they will not break/leak during storage, shipment preparation, or shipping. A fragile unit must be packaged in either a six solid-sided box, or completely secured in bubble wrap, or using corrugated dividers so the unit is not exposed in any way.

Product in glass containers sold as a sellable unit should be shipped in inner packs or must be individually wrapped in bubble-wrap or 3/32" micro-foam interior with corrugated dividers.

Product in glass containers sold as a single item must be individually wrapped in bubble-wrap or 3/32" micro-foam interior corrugated dividers and must be ship ready.

### Cosmetics

Tamper evident seals must be included on all cosmetic merchandise, either under the lid or on the outside of the lid. Units should be packaged so they will not break/leak during storage, shipment preparation, or shipping. See Hazmat Liquids in Section 3 for additional ecommerce specifications.

### Handbags

All Designer Handbags require a 'dust cover'; for all other handbags dustcovers are recommended

### Hats

As necessary to retain shape, hats may be stuffed with tissue paper or other appropriate dunnage material.



## Furniture

- Items requiring more than one carton (e.g. a bed and its components) must be marked with the style on the carton in an 'x of y' format and in such instances, only 1 GS1-128 carton label, on the lead carton, is required. For example: if style XYZ requires 3 cartons, then:
  - Carton 1 will be marked: Style XYZ 1 of 3
  - Carton 2 will be marked: Style XYZ 2 of 3
  - Carton 3 will be marked: Style XYZ 3 of 3
- Large component pieces (bed rails, chair legs, table legs, etc.) must be wrapped with protective padding and shipped in a separate carton. Cap ends securely with bubble wrap, cardboard or other appropriate padding material to protect the piece and prevent potential injury
- Furniture must ship in a carton. Exceptions contact the Floor Ready department: Email [frm@nordstrom.com](mailto:frm@nordstrom.com)
- Wicker/rattan pieces must arrive with Kraft wrap or thin corrugate wrap for protection
- Rugs must be folded and ship in a carton. Exceptions contact the Floor Ready department: Email [frm@nordstrom.com](mailto:frm@nordstrom.com)
- All hardware must be secured in the package. Tape must not come in contact with finished surfaces
- All boxes should allow for opening to inspect the piece inside, resealing, and shipping to the customer in the same box

## Glass/Fragile Items

Fragile items include, but are not limited to, glass, ceramics, mirrors, beaded garlands, tabletop items, hurricanes, candlestick holders and candles. Fragile or breakable items must be packed with cushioning material (i.e., bubble-wrap, foam, corrugate) around the top, bottom, and all four sides to limit interior movement and protect against vibration, shock and compression encountered in transit. **A drop and vibration test should be performed on the individual package** (see the [International Safe Transit Association](#) industry standard test procedure, [ISTA-1A](#) & [ISTA-1B](#)).

- Fragile items and their component parts must be individually wrapped and padded
- Multiple fragile items packed in a carton must be separated with cardboard partition/dividers (no less than 1/8' thick) to prevent internal contact
- Inner cartons must be packed tightly within the master carton to prevent movement in transit
- Sharp edged items (blades, knives, pruning shears, etc.) must be packed with a protective guard or sheath securely attached to the item
- Do not over or under pack cartons
- **Nordstrom.com & Nordstromrack.com** Must be package as a single sellable unit. Packing multiple sellable units together with protective packaging as a prepack will not protect the single sellable unit when pulled out for customer order fulfill; this is not acceptable. There must be no additional protective packaging required when pulling for customer fulfill for fragile items; this includes bubble wrap, boxes or other protective packaging and must have a UPC barcode attached to the outside of the protective packaging.

## Socks/Tights/Slipper Socks

Each pair should be packaged individually unless the purchase order indicates that the merchandise is to be sold in multiples/sets.

## Sunglasses

Sunglasses must be packaged and shipped in sunglass cases. If using soft sunglass cases place each case in a supplier generic presentation box.

## Shoes

- Pack shoeboxes 1 box deep in the 1 direction with the shoebox labels facing the top of the carton (DO NOT double stack)
- If empty shoe boxes are used as carton filler, mark as empty and deface UPC (if any)
- Micro Mold Chip in each shoe box (no silica packets)
- Minimize excess packaging:
  - use only recyclable materials (tissue, forms, sticks, box)
  - we request minimal toe stuffing or the use of cardboard forms only when necessary
  - use a single tissue to do an 'S' formation around the shoes to keep from rubbing (boots and larger shoes may need additional sheets)
  - polybags should not be used, with the exception of suede and then only when deemed necessary

- **Nordstrom.com & Nordstromrack.com** All shoeboxes require the top lid to be properly sealed in order to be processed through facilities. Nordstrom requires flat retainer rubber bands or approved self-locking lids. Vendors utilizing self-locking lids must be approved through Nordstrom testing. For approval, email a sample to [frm@nordstrom.com](mailto:frm@nordstrom.com) to schedule testing for self-locking lids. Non approved self-locking lids will incur an expense offset fee. Review below of examples of self-locking lids.





## SECTION 3

# ECOMMERCE & RESERVE STOCK PACKING SPECIFICATIONS

Nordstrom.com, Nordstromrack.com and Reserve Stock packing is single SKU cartons due to our expanding on-line presence in our supply chain with our LOH (Local Omni Hub) and WCOC (West Coast Omni Center). All sellable units must be individually packed; if the product is not in conveyable packaging (non-decorative) it must be individually polybagged (ecommerce orders must have UPC barcode sticker on the outside of the polybag).

**Note:** Reserve Stock POs must be shipped flat with no hangers, individually polybagged and have the attached retail ticket facing out for viewing

### Ecommerce Orders

Ecommerce shipments need to be packed in single SKU cases (style, color and size), flat with no hangers (for exceptions see [Hanging Standards](#)), ticket/label with UPC attached to the item (see [Ticket Standards](#)) and be individually polybagged or other protective packaging with a UPC barcode attached to the outside of the polybag.

- Pack product by SKU
- Do not mix product for more than one DC in a carton
- Do not pack multiple POs in one carton
- For small SKU runs (consolidate by style, color, and size) pack multiple SKUs, separating them within the carton with corrugation, tissue or Kraft paper and mark the carton as 'Mixed SKU')

### Additional Product Type Specifications

#### Apparel

All product must be shipped flat, no hanger (for exceptions see the [Hanging Standards](#) ecommerce section), with a UPC attached to the product, polybagged (or other protective packaging) with a UPC barcode attached to the outside.

#### Belts

Belts should be coiled so that the right side of the belt faces out. Do not ship belts flat and do not include plastic hangtags on belts. Metal or chain belts should be packaged in individual presentation boxes or bubble bags.

#### Cosmetics

Tamper evident seals must be included on all cosmetic merchandise, either under the lid or on the outside of the lid. Units should be packaged so they will not break/leak during storage, shipment preparation, or shipping. See Hazmat Liquids in Section 3 for additional ecommerce specifications. **ALL** caps and lids (including twist caps) on bottled or jarred liquids or lotions must be secured with a tamper evident seal or if unsealed be taped down.

#### Fragile Product

Fragile items include, but are not limited to, glass, ceramics, mirrors, beaded garlands, tabletop items, hurricanes, candlestick holders and candles. Fragile or breakable items must be packed with cushioning material (i.e., bubble-wrap, foam, corrugate) around the top, bottom, and all four sides to limit interior movement and protect against vibration, shock and compression encountered in transit. **A drop and vibration test should be performed on the individual package** (see the [International Safe Transit Association](#) industry standard test procedure, [ISTA-1A](#) & [ISTA-1B](#)).

Must be package as a single sellable unit. Packing multiple sellable unit together with protective packaging as a prepack will not protect the single sellable unit when pulled out for customer order fulfill; this is not acceptable. There must be no additional packaging required when pulling for customer fulfill for fragile items.

- Fragile items and their component parts must be individually wrapped and padded and have a UPC barcode label attached to the outside of the protective packaging
- Multiple fragile items packed in a carton must be separated with cardboard partition/dividers (no less than 1/8' thick) to prevent internal contact
- Inner cartons must be packed tightly within the master carton to prevent movement in transit
- Sharp edged items (blades, knives, pruning shears, etc.) must be packed with a protective guard or sheath securely attached to the item
- Do not over or under pack cartons

### **Hazmat Liquids (Alcohol, Acetone or Peroxide)**

Liquid products such as cosmetics, lotions, diffusers, etc. containing Alcohol, Acetone or Peroxide are considered hazmat materials and must be polybagged for conveyance and shipping to customers. **ALL** caps and lids (including twist caps) on bottled or jarred liquids or lotions must be secured with a tamper evident seal or if unsealed be taped down.

**Oversized Items / Ship Alone** – See Section 2 of the [Packaging & Labeling Standards](#)

### **Presentation Jewelry Boxes**

Each item must then be placed in either a supplier branded jewelry box or a generic jewelry box with a ½" cotton liner then placed in a size-appropriate polybag and be sealed completely creating a professional looking presentation; shrink-wrap is an acceptable alternative to polybags. Box size must be no smaller than 3 ½" x 3 ½" x 1" (standard jewelry gift box size).

- **Source for Jewelry Boxes** (these boxes can also found at most packaging specialty stores) or ordered from:

J.P. Gasway Company  
 Contact: Debbie Lovetinsky  
 Phone: (800) 255-5885

Email: [Debbie@JPGasway.com](mailto:Debbie@JPGasway.com)  
 Website: [www.jpogasway.com](http://www.jpogasway.com)

**Note:** If the dimensions of presentation box are not large enough to accommodate product (i.e. cuff bracelet) it is acceptable to bubble wrap.

### **Shoes**

Pack shoeboxes 1 box deep in the 1 direction with the shoebox labels facing the top of the carton (DO NOT double stack). All shoeboxes require the top lid to be properly sealed in order to be processed through facilities. Nordstrom requires flat retainer rubber bands or approved self-locking lids (see page 8). Vendors utilizing self-locking lids must be approved through Nordstrom testing. For approval, email a sample to [frm@nordstrom.com](mailto:frm@nordstrom.com) to schedule testing for self-locking lids. Non approved self-locking lids will incur an expense offset fee.

### **Ties (Men's)**

Ties must be packed as an individual selling unit, placed either in a presentation box, rolled or folded flat (secured in a way as to not come loose or tangled) and polybagged with a UPC barcode affixed to the polybag

### **Watches**

Watches must be packaged in individual watch case, box or in a size-appropriate presentation jewelry box with a ½" cotton liner. Polybags are not required unless the watch case is decorative (typically kept by the customer). UPC barcodes must be attached to the product and be on the outside of the protective packaging (watch case if no polybag). If using a sleeve as protective packaging over the watch case, please secure with tape and place the UPC barcode on the outside of the sleeve.

## Fine Jewelry

All Fine Jewelry ecommerce items must be in a pre-packaged presentation box. This may be either a branded presentation box or a Nordstrom label jewelry box as described below. Using this packaging ensures a standardized presentation of fine jewelry purchases for our customers.

### How to Order

Locate the jewelry type below to identify the corresponding box type and item number:

Jewelry Type	Box Description	Box Item No.
All stud earrings & drop earrings less than 1 ¼"	Stud Earring	CW31
All other earrings Chains and necklaces, cost less than \$200 All anklets	Medium Pouch & Packer for Medium Pouch	083C 089R
Chains, cost \$200 or greater All necklaces Bracelets, cost \$200 or greater	Deep Brooch	
Pendants, cost less than \$500	Pendant	CW55
Pendants & pearl strands cost \$500 or greater	Small Necklace	089R
Pearl strands, cost less than \$500	Large Pouch & Packer for Large Pouch	083D
All rings	Single Ring	CW08
All toe rings & body jewelry	Small Pouch & Packer for Small Pouch	CW08

Complete the [Nordstrom.com Jewelry Item Requisition Form](#) found on [www.nordstromsupplier.com](http://www.nordstromsupplier.com). Fax or email the completed form to Bufkor as indicated on the form.

The jewelry box order will be shipped via ground service. **Suppliers are responsible for the cost of the jewelry boxes and for any associated freight charges** and must work with Bufkor directly to set up an account.

Fine Jewelry items must be packaged in the following manner:

- **Fine Jewelry Box** – Place each item in its designated jewelry box type
- **Polybag** – Place each box in a size-appropriate polybag and seal the opening completely
- **UPC Barcode Sticker** – Place the UPC barcode sticker on the upper right corner of the polybag

Fine Jewelry **must** be shipped to the appropriate FC following the guidelines in the [Routing Guide](#) (section 3) found on [www.nordstromsupplier.com](http://www.nordstromsupplier.com). The purchase order number must be clearly indicated on the outside of the shipping carton and department name must not be spelled out only department number.